GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:337
ANSWERED ON:17.11.2016
Compensation to Air Passengers
Raj Dr. Udit

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number of air passengers who have been paid compensation due to airline defaults and delays during the last three years and the current year, year-wise; and

(b) the action taken against the erring airlines in each of these cases?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): Number of passengers affected due to denied boarding, cancellation of flights and flight delays and compensation paid thereto by the scheduled domestic airlines is placed at Annexure-I.;;

(b): Under the provision of Civil Aviation Requirements (CAR), Section-3, Series-M, Part-IV "Facilities to be provided to passengers by airlines due to denied boarding cancellation of flights and delays in flights" issued by DGCA, airlines are required to pay compensation/provide facilitation to passengers in case of denied boarding, cancellation and delays in flight. This is in line with practice prevailing worldwide.